

# Comparisons of Job Characteristics

**Focus Occupation:** [Computer Support Specialists \(15-1041\)](#)

**Associated Occupation:** [Computer and Information Systems Managers \(11-3021\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

## Knowledge

Similarity of Focus Occupation to Associated Occupation: 85

**Focus Occupation:** Computer Support Specialists (15-1041)

**Associated Occupation:** Computer and Information Systems Managers (11-3021)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Computers and Electronics	8.4	20.0	22.0	> Current knowledge level is likely sufficient
Administration and Management	8.4	15.7	8.5	<< Extensive education and/or training may be required
Customer and Personal Service	11.3	15.7	18.9	> Current knowledge level is likely sufficient
Production and Processing	6.0	11.8	5.2	<< Extensive education and/or training may be required
Personnel and Human Resources	5.6	11.2	3.6	<< Extensive education and/or training may be required
Telecommunications	3.9	10.9	11.2	0 Current knowledge level may be sufficient
Economics and Accounting	4.4	9.7	3.8	<< Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Skills

Similarity of Focus Occupation to Associated Occupation: 81

**Focus Occupation:** Computer Support Specialists (15-1041)

**Associated Occupation:** Computer and Information Systems Managers (11-3021)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Monitoring	9.9	13.5	9.8	<< Extensive development of skills in this area may be required
Systems Evaluation	6.4	12.2	7.2	<< Extensive development of skills in this area may be required
Management of Personnel Resources	6.9	11.1	7.3	<< Extensive development of skills in this area may be required
Systems Analysis	6.5	10.8	8.4	< A higher skill level may be required

Negotiation	6.8	10.2	7.3	<<	Extensive development of skills in this area may be required
Operations Analysis	5.0	9.6	6.7	<<	Extensive development of skills in this area may be required
Management of Financial Resources	3.3	8.8	3.1	<<	Extensive development of skills in this area may be required
Management of Material Resources	3.7	8.5	3.1	<<	Extensive development of skills in this area may be required
Programming	2.2	6.9	3.9	<<	Extensive development of skills in this area may be required
Technology Design	2.6	5.9	3.1	<<	Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

Abilities		Similarity of Focus Occupation to Associated Occupation: 97			
Focus Occupation: Computer Support Specialists (15-1041) Associated Occupation: Computer and Information Systems Managers (11-3021)					
Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Written Comprehension	11.0	15.1	12.9	<	Some improvement in abilities may be required
Written Expression	9.8	13.5	11.6	<	Some improvement in abilities may be required
Deductive Reasoning	10.6	13.2	10.6	<	Some improvement in abilities may be required
Inductive Reasoning	10.2	13.2	10.7	<	Some improvement in abilities may be required
Information Ordering	9.9	12.3	11.2	0	Current ability level may be sufficient
Fluency of Ideas	7.6	10.1	7.6	<<	Extensive improvement in abilities may be required
Originality	7.6	10.1	7.5	<<	Extensive improvement in abilities may be required
Memorization	5.6	7.3	6.1	<	Some improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common		Similarity of Focus Occupation to Associated Occupation: 78
<b>Focus Occupation: Computer Support Specialists (15-1041)</b> <b>Associated Occupation: Computer and Information Systems Managers (11-3021)</b>		
Work Activities	Exclusivity of Activity	
Evaluate computer system user requests or requirements	81	
Follow data security procedures	77	

Follow data storage procedures	75
Recommend software or hardware purchases	85
Test computer programs or systems	78

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Tools and Technologies that Both Occupations Have in Common

Similarity of Focus  
Occupation to Associated  
Occupation: 86

**Focus Occupation: Computer Support Specialists (15-1041)**  
**Associated Occupation: Computer and Information Systems Managers (11-3021)**

Tools and Technologies	Exclusivity
Business function specific software	1
Computers	1
Content authoring and editing software	1
Cutting and crimping and punching tools	3
Data management and query software	1
Development software	4
Electronic and communication measuring and testing instruments	14
Industry specific software	1
Information exchange software	1
Media storage devices	21
Network applications software	1
Network management software	37
Networking software	21
Operating environment software	12
Security and protection software	30
Tool kits	62
Utility and device driver software	17
Wrenches and drivers	2

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.